

Website User's Guide

ETS Title II Reporting Services

IHE Pass Rate Reports for Section III of IHE Report Card

For
Institutions of Higher Education
And
Alternate Route Organizations
Updated for the 2014/15 Reporting Year

**Reporting on Students Enrolled
9/1/2014 through 8/31/2015**

Version 5.0
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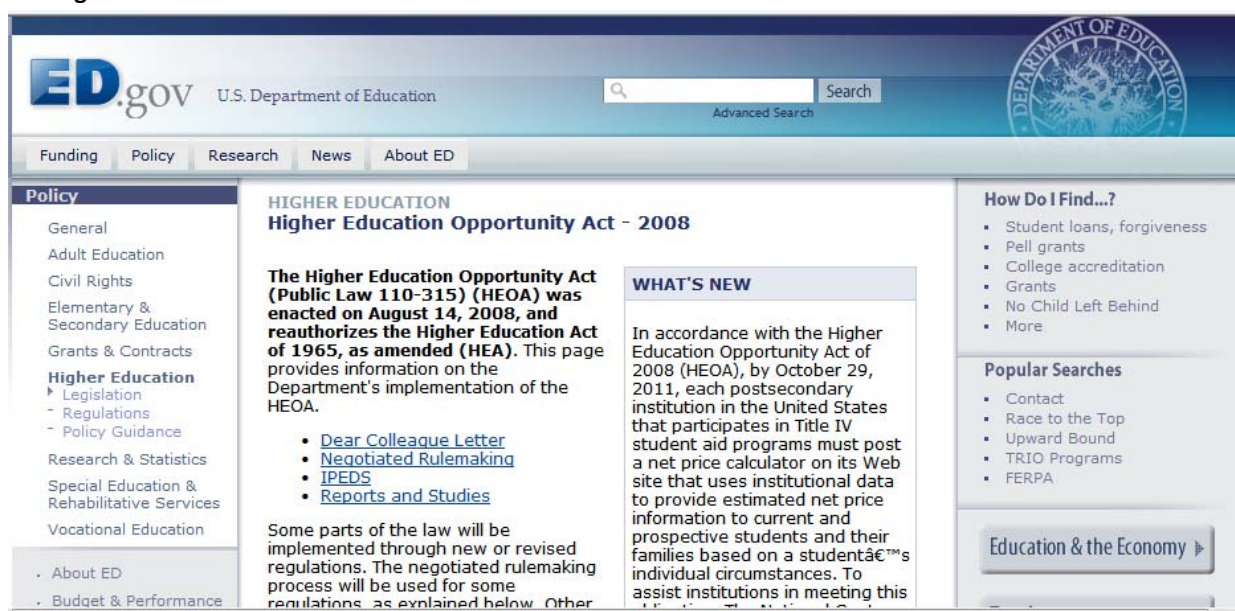
1 Introduction to Title II Reporting

This guide provides instruction and guidance for teacher preparation programs within Institutions of Higher Education (IHEs) and Alternate Route Agencies (AROs) to enter student data in order for ETS to prepare and make available pass rate reports to satisfy Section III of the Institutional and Program Report Card on the Quality of Teacher Preparation (IHE Report Card).

The Higher Education Opportunity Act of 2008 calls for annual reports from states and IHEs on the quality of teacher preparation and state teacher certification and licensure (Pub. L. 110–315, sections 205–208). The purpose of the reports is to provide greater accountability in the preparation of the nation's teaching forces and to provide information and incentives for its improvement.

Sections 205 through 208 of Title II of the *Higher Education Act (HEA)*, as amended in 2008, (PL 110-315) call for accountability for programs that prepare teachers. Section 205 of Title II requires reports from each IHE that conducts a traditional teacher preparation program or an alternative route to state certification or licensure program and that enrolls students receiving federal assistance under *HEA* (e.g., Title IV). In addition, states must be able to report on alternative routes to teacher certification or licensure that are operated by entities that are not institutions of higher education, referred to as AROs. The law can be accessed at <http://www2.ed.gov/policy/highered/leg/hea08/index.html>.

Figure 1 - HEOA Website



A teacher preparation program is a state-approved course of study, the completion of which signifies that an enrollee has met all the state's educational and/or training requirements for initial certification or licensure to teach in the state's elementary, middle, or secondary schools. A teacher preparation program may be either a traditional program or an alternative route to certification program, as defined by the state. Also, it may be within or outside an institution of higher education. For the purposes of Title II reporting, all traditional teacher preparation programs at a single institution of higher education are considered to be a single program.

Teacher preparation programs, both traditional and alternative, report to their states, which report to the U.S. Department of Education. Since 2001, the Office of Postsecondary Education at the U.S. Department of Education has collected data from states on teacher preparation programs and their students, as well as states' assessment and licensing of teacher candidates. State certification requirements and policy-related information have also been collected.

The law requires IHEs to submit timely and accurate reports or risk a fine of up to \$27,500.

While annual Title II reporting is required by law, the mechanisms IHEs use to report are determined by the state. ETS, as primary test vendor in your state, provides the service of collecting data and preparing pass rate reports for your state's department of education to satisfy the requirements of **Section V of the Title II State Report Card on the Quality of Teacher Preparation**.

ETS has developed an online application (ETS Title II website <https://tlcs.ets.org>) to collect your student data and match it to each student's test scores. Even though we have the students' scores in our database, we don't know where the test takers attend school because that information is not required at time of registration. Therefore, we need each IHE and ARO to provide their student data to us. The reauthorized law requires one report to be submitted by each state containing the combined pass rates of all teacher licensure tests offered in the state. ETS's data collection application was designed with the capability to add the tests and results of secondary vendors where applicable (i.e. ACTFL and ABCTE tests).

Section III of the IHE Report Card requires information on the performance of the students in your teacher preparation program on each teacher certification/licensure assessment used by your state. ETS will provide you with reports in a user-friendly format for your review and records. ETS Title II Reporting Services will also provide the pass rate reports in flat data file format to Westat (the research organization contracted by the U.S. Department of Education to oversee the Title II process) for upload into your individual IHE report cards.

In cases where a student has taken a given assessment more than once, the highest score on that test will be used. There must be at least 10 students in each category taking the same assessment in an academic year for data on that assessment to be reported; for summary data, there must also be at least 10 students (although not necessarily taking the same assessment) for data to be reported. In cases where there are less than 10 students taking the same assessment and the assessment pass rate is not reported, those students must be included in the summary data. This is referred to as the "rule of 10." The production and verification of pass rates, which involve personally identifiable data, will be handled in accordance with all applicable state and federal laws, including privacy laws. In accordance with HEA, pass rates on tests taken by fewer than 10 examinees will not be reported

In the case of a teacher preparation program with fewer than 10 completers reported in at least two out of the three completer groups for the summary pass rates, the program shall collect and publish information by combining the 3 completer years into Group 6 and calculating statistics based upon the combined data (as long as there are 10 or more completers). Group 6 data is included in the summary pass rate reports only.

Your institution or organization is not required by law to publish Title II summary pass rates. Please retain the individual assessment data for each student that will allow you to verify these summary pass rates.

2 Reporting Timeline - New for 2014/15 Reporting

Sep 8 - Nov 13, 2015	IHEs update and enter student data and verify match results
November 13, 2015	ETS Title II Website Closes
Dec 15, 2015 - Jan 31, 2016	ETS compiles data and prepares draft reports
Feb 11 - Mar 11, 2016	Resolution period
Mar 16 – Apr 6, 2016	ETS prepare final reports
April 14, 2016	ETS sends pass rate data files to Westat
April 30, 2016	IHEs Certify IHE Report Cards in Westat's IPRC site

Figure 2 - 2014/15 Reporting Timeline

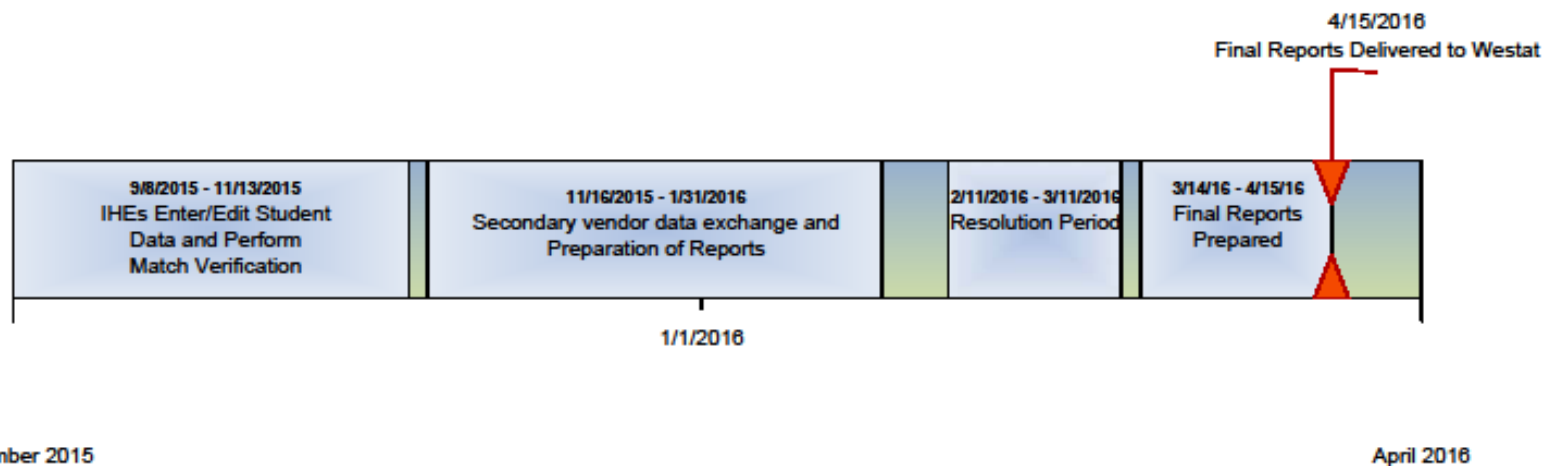
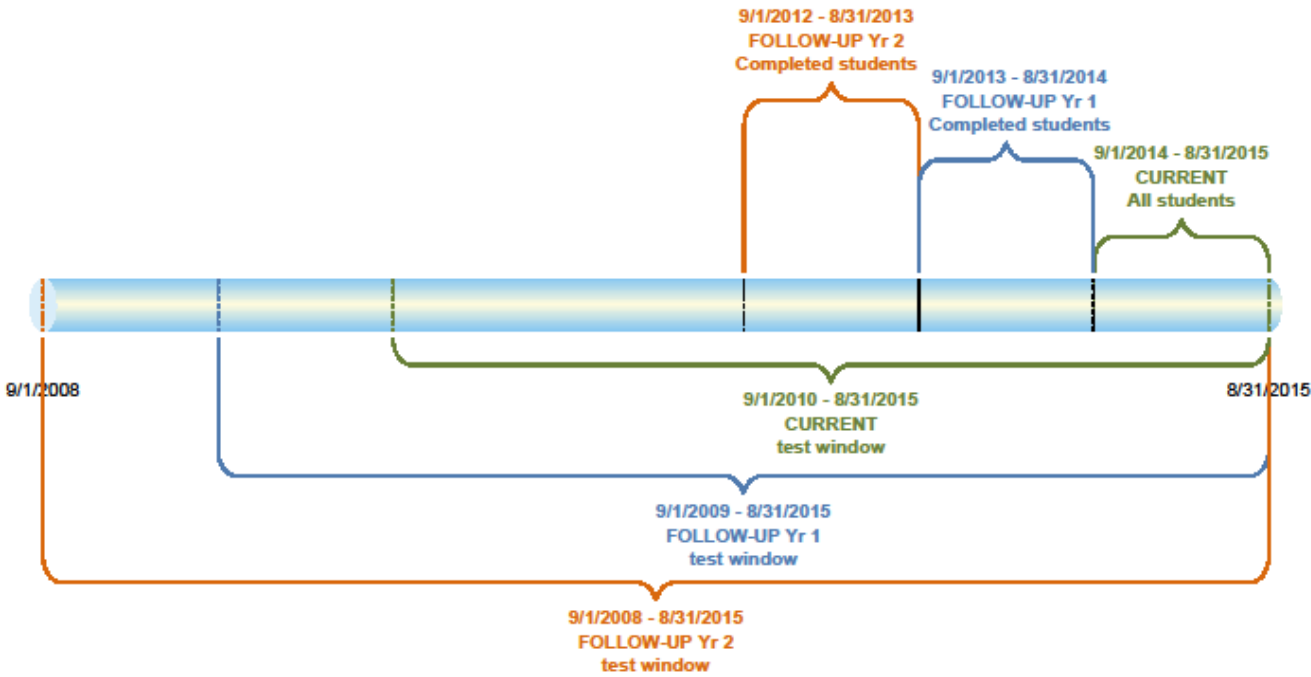


Figure 3 - Students Included in Reports



3 User Accounts

To access the ETS Title II website go to <https://tlcs.ets.org>.

All individuals accessing the ETS Title II web application for the first time must create a new user account. From the ETS Client Services for Educator Licensure homepage, select the **Create Account** button under New User:

Figure 4 - Login Screen

The screenshot shows the login page for the ETS Client Services for Educator Licensure. At the top, there is a blue header with the ETS logo on the left and links for 'SIGN IN', 'CONTACT US', and 'HELP' on the right. Below the header, the main heading reads 'Sign In to Your ETS® Client Services for Educator Licensure Account'. Underneath this heading is a paragraph: 'The ETS Client Services for Educator Licensure website is intended for approved institutions, organizations and states who use educator certification tests. If you have an existing ETS account, enter that user name and password below.' There are two main sections for user login: 'Returning User' and 'New User'. The 'New User' section is circled in red. It contains a 'Create Account' button and links to 'ETS Data Manager for The Praxis Series™ Tests' and 'Title II Reporting Services'. The 'Returning User' section has fields for 'User Name' and 'Password', a 'Sign In' button, and links for 'Forgot User Name' and 'Forgot Password'.

To create an account, fill in the information requested on the **ETS® Client Services for Educator Licensure Account** screen. Be sure to fill in all required fields noted with a red asterisk *.

3.1 Types of Accounts

There are two types of user accounts:

- a. **State or National Agency** – user has the ability to enter/edit tests, enter/edit/accept licenses, activate/deactivate/add new institutions, enter/upload student information on behalf of an institution, monitor institution activity, view student data entered by institutions, view match results, and download all institution reports within their state.
- b. **Institution or Organization** – user has the ability to enter/upload student information for both traditional and alternate route within their institution, view and edit their student data and match results, and download their institution's pass rate reports.

A new user must indicate which role they will have for this service within their organization, Primary User or Secondary User. **Each institution may have only one primary user account.**

3.2 Responsibilities of a Primary User

A Primary User is the person at your institution who has the responsibility for federal reporting; it is usually the Dean of Education, Interim Dean, or Department Chair. It is the person that your state department of education will contact with questions or issues about the reporting for your institution. The primary user will oversee all secondary user accounts; he will be responsible for approving such accounts and removing them from the application when the secondary user no longer needs access to the website (due to no longer being employed by the institution or changing roles and no longer working on Title II reporting). It is also strongly recommended that secondary user accounts be removed during non-reporting periods (April-July) and then reactivated when necessary. The role and responsibilities of the primary user is important in order to maintain the security of your students' personal identifying information contained within the application. The primary user does not necessarily have to perform Title II reporting tasks. However, each institution must have a primary user account registered with ETS in order for secondary users to have access to the application. A primary user account will be approved by an ETS administrator. When a primary user is no longer going to be with the institution or will be changing roles, s/he must contact ETS by email at TLClientServices@ets.org in order to have his account removed. At the time we removed a primary user account, any secondary user approved by that primary will also be removed. Therefore, it is very important that the new primary user create his/her account as soon as possible so there will be no loss of communications from ETS to your institution. The new primary will be able to re-approve the same secondary users through "manage user accounts" functionality. He should also provide the new primary user's name and contact information. The ETS administrator will remove the primary user account from the application and notify the new primary user to create a new account.

Because it is the responsibility of the primary user to oversee all secondary user accounts, we provide instructions below to assist in managing these accounts.

Add a secondary user account – provide your secondary user a copy of this User's Manual, also available for download through the "Help" section of the ETS Title II website. When a new secondary user account is created, the primary user will receive a notification email that an account is pending his/her approval with a link to the site.

Approve a Secondary user account – When a primary user receives the email notification that a secondary account is pending his approval, follow these steps to approve the account:

1. Navigate to the site <https://tlcs.ets.org>, or use the link provided in the notification email
2. Click "Approve and Mange User Accounts" under the heading *Client Services*
3. Put a check mark in the box in front of the user you want to approve
4. Choose "Approve" from the Action drop-down menu
5. Click "Apply"

Remove a secondary user account – When a secondary user is no longer employed by the institution, changes roles and no longer works on Title II reporting, or during non-reporting periods** (April-August) follow these steps to remove the account:

4. Navigate to the site <https://tlcs.ets.org>, or use the link provided in the notification email
5. Click "Approve and Manger User Account" under the heading Client Services
6. Put a check mark in the box in front of the user you want to remove
7. Choose "Reject" from the Action drop down-menu
8. Click "Apply"

At the time we removed a primary user account, any secondary user approved by that primary will also be removed. Therefore, it is very important that the new primary user create his/her account as soon as possible so there will be no loss of communications from ETS to your institution. The new primary will be able to re-approve the same secondary users through “manage user accounts” functionality. A “rejected” secondary account can easily be reactivated by filtering your users by “rejected” and approving them again. There is no action required on the part of the secondary user.

3.3 Secondary User Accounts

A Secondary User is the person who will handle the tasks of student data input and reconciliation for the institution. Each institution may have up to three secondary users. The secondary user account will be approved by the primary user. Secondary user accounts are not required; it is likely that in smaller institutions the primary user will be responsible for the data input and reconciliation.

3.4 Create a New Account

Figure 5 - Create New Account

ETS® Client Services for Educator Licensure

Create an Account

Individuals from approved ETS institutions, organizations, or states can create an ETS Client Services account and request access to the services listed below. If you do not see your organization contact a [Client Services Administrator](#).

* Required field

* Type of Account: ☐ State or National Agency ☐ Institution or Organization

* Select your Organization: State: Institution or Organization:

* Job Title :

* Select the service(s) you would like to access: Institution/Organization Account Types Only:

☐ Title II Reporting Services ☐ Primary ☐ Secondary

☐ ETS® Data Manager for *The Praxis Series™* Tests ☐ Primary ☐ Secondary

* First Name:

Middle Initial:

* Last Name:

* Email Address: All ETS Client Services communications will be emailed to this address. Please add @ets.org to your address book or safe email list.

* Re-enter Email Address:

* Address Line 1:

Address Line 2:

* City:

* State:

* ZIP/Postal Code: Example: 012340000

* Primary Phone Number: Example: 1234567890

1. Choose the appropriate account type; the choices are State or National Agency (ex: CT DOE or ASHA, etc.) OR Institution or Organization (ex: Northern University or Teach for America)
2. From the first dropdown box [State], choose the state in which you are located
3. From the next dropdown box [Institution or Organization], you will be able to choose your institution or organization by name.

4. Provide us with your job title (ex: Dean of Education)
5. Select the service for which you would like access. Your options are *Title II reporting Services* or ETS Data Manager Services (Note: for additional information about Data Manager Services, contact TLCClientServices@ets.org)
6. Choose your account role (type), either Primary or Secondary. Please refer to Section 3.1 above for additional information about these two roles.

3.5 Confirm Account Information

After choosing **Continue** on the **Create a Title II Account** screen, a confirmation screen will appear allowing you the opportunity to review your information. To edit the information, choose **Edit Information**. If no changes are necessary, choose **Continue**.

Figure 6 - Confirm Account Information

Confirm Your Information and Continue with Account Creation

Please review your account information for accuracy. Once you submit your information, you will not be able to change your name online.

[Edit Information](#)

Institution or Agency :	AZInstitution
Title :	
First or Given Name:	Anne
Middle Initial:	
Last or Family Name:	Smythe
E-mail Address:	asmythe@college.edu
Address Line 1:	123 Bank Street
Address Line 2:	
City:	Money
State:	AZ
ZIP Code:	85365
Primary Phone Number:	1234567891
Alternate Phone Number:	
Fax Number:	

[Continue](#)

3.6 Choose User Name and Password

You will be asked to create a **User Name and Password**.

The **User Name** must be between 6 and 16 characters (letters and/or numbers only).

Password must...

1. Not be one of the 5 previous passwords used in this application
2. Not contain more than two consecutive characters from the user's account name (user name) or parts of the user's full name
3. Be at least eight characters in length
4. Contain characters from three of the following four categories:
 - a. Uppercase letters (A through Z)
 - b. Lowercase letters (a through z)

- c. Numbers (0 through 9)
- d. Non-alphabetic characters (for example, !, \$, #, %)

Re-enter your password, choose a security question and answer. Then click **Continue** (Figure 75).

Figure 7 - User Name and Password

Create User Name and Password

* Required field

<p>* User Name: <input type="text"/></p> <p>* Password: <input type="password"/></p>	<p>User Name must be between 6 and 16 characters (letters and/or numbers only).</p> <p>Passwords must...</p> <ol style="list-style-type: none"> 1. Not be one of the 5 previous passwords 2. Not contain more than two consecutive characters from the user's account name or parts of the user's full name 3. Be at least eight characters in length 4. Contain characters from three of the following four categories: <ol style="list-style-type: none"> a. Uppercase letters (A through Z) b. Lowercase letters (a through z) c. Numbers (0 through 9) d. Non-alphabetic characters (for example, !, \$, #, %)
--	---

* Re-enter Password:

If you forget your user name or password, you will be asked to respond to your security question to verify your identity.
Select a question and answer below.

* Security Question:

* Security Answer:

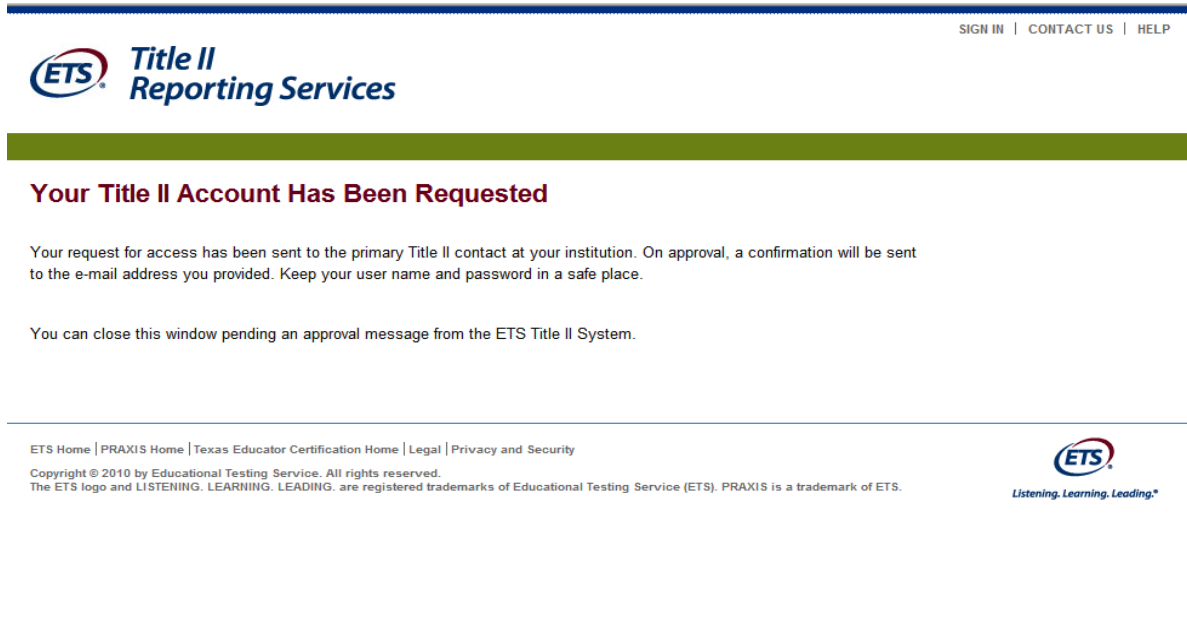
The password you create will expire in one year from the date you created it; you will be prompted to create a new password at that time by receiving the following message: **Your Password has been expired. Please change below.**

3.7 Institution/Agency Agreements

All users must agree to abide by the terms listed in the Terms and Conditions for use of TLC Services in order to create an account in the Title II website application. Please read the terms of the Agreement that will be presented to you in the web application and check the box to indicate "I understand and agree to the agreement above" then click Submit. You can read a full copy of the Terms and Conditions in the Appendix, Section 10 below.

After agreeing to the terms, you will be advised that **Your Title II Account Has Been Requested:**

Figure 8 - Account Requested



A user will not gain access to the website until the account has been approved. Primary user accounts will be approved by an ETS administrator who will receive automatic notification of the pending account. Secondary user accounts will be approved by their primary after email notification of the pending account (Figure 9). After approval, the new account holder will receive an email notification of same (Figure 10).

User names and passwords should be maintained in a safe place and not be shared.

Figure 9 - Email received by Primary with Secondary Account Pending

A secondary Title II account has been requested for your institution.

George Jones has requested a Title II account. Please go to your home page, and select Approve/Reject Accounts to view and approve or reject this and any other outstanding account requests.

To access your account, visit <https://tlcs.ets.org>.

Sincerely,

Title II Services

If you have any questions, please contact Title II Services at GACESupport@ets.org. Be sure to add @ets.org to your address book or safe sender list to ensure that you receive email messages from ETS.

Figure 10 - Email to Secondary Approved Account

Thank you for creating your Title II account. Your account has been approved by your institution's primary Title II user.

Keep your User Name and Password in a secure place. For security reasons your security answer and password will not be sent by Email.

You have selected the following User Name: [username]

To access your account, visit <https://tlcs.ets.org>.

Sincerely,

Title II Services


If you did not create an account, or if you have any questions, please contact Title II Services at Email: GACESupport@ets.org

Be sure to add [@ets.org](mailto:ets.org) to your address book or safe sender list to ensure that you receive email messages from ETS.

3.8 Returning User Sign In

When your account is approved and the account approval confirmation email is received, you can return to the Title II website and login as a Returning User (**Error! Not a valid bookmark self-reference.**). Enter your User Name and Password and click Sign In. You will be taken to the ETS® Client Services for Educator Licensure Home page. From there, click Title II Reporting Services to be taken to the Title II Home Page.

Figure 9 - Returning User Sign in



[SIGN IN](#) | [CONTACT US](#) | [HELP](#)

Sign In to Your ETS® Client Services for Educator Licensure Account

The ETS Client Services for Educator Licensure website is intended for approved institutions, organizations and states who use educator certification tests. If you have an existing ETS account, enter that user name and password below.

Returning User

User Name:

Password:

[Forgot User Name](#) or [Forgot Password?](#)

New User

Create an account to request access to the following online tools:

ETS Data Manager for *The Praxis Series™ Tests*
[Learn More >](#)

Title II Reporting Services
[Learn More >](#)

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4 User Administrative Options

4.1 Primary User – Approve and Manage User Accounts

This section of the manual provides a brief explanation of the administrative options and links available on the Home page and other pages throughout the site. Important updates from ETS will be displayed below the Title II Home heading. Be sure to check for new messages and important dates in this section when you log in.

The options available on the **TLCs Home page for a primary** user includes functionality to approve and manage secondary user accounts in addition to all the functionality of a secondary user. **A primary user account should be established prior to any secondary user account for each institution.**

Figure 10 - Home Page-Primary User

ETS® Client Services for Educator Licensure Home

Select an online service from the list of available options below.

Client Services	Manage Profile
<ul style="list-style-type: none"> • Approve and Manage User Accounts 	<ul style="list-style-type: none"> • Change Contact Information • Change Password • Change Security Question
Title II Reporting Services <ul style="list-style-type: none"> • Title II Reporting Services 	
Request Access to More Services <input type="button" value="Add Services"/>	

Important reminders:

Notice for ETS Data Manager Users:

To accommodate new services being added to the ETS Data Manager for *The Praxis Series Tests*, the link to access Quick Reports and Custom Reports will be renamed "Quick and Custom Analytical Reports." This change will be effective on Monday, May 13, 2013.

Please contact PraxisDataManager@ets.org with any questions.

4.2 Secondary User

The options available on the **Title II Home page for a secondary** user (Figure 11) include:

- Entering individual student data
- Uploading student data via spreadsheet (with no minimum requirement)
- Viewing the students that have been entered
- Verifying matches of students to their scores
- Viewing teacher certification tests and licenses used by your state

Figure 111 - Home Page–Secondary Users

ETS

INSTITUTIONAL USERS

Title II Reporting Services
Title II Home

Students

Enter or upload students.

- [Enter Student](#)
- [Load Spreadsheet](#)
- [View Student List](#)

View Reports

Export reports for your institution.

- [Export Reports](#)

Match Results

View match results and perform match verification.

- [View Matches](#)

Licensure

View state license requirements. Please direct any questions to your state's Title II [coordinator](#)

- [View Licenses](#)

Important reminders:
None at this time.

User Assistance

- [View Documentation](#)
- [View FAQ](#)
- [Contact Us](#)

4.3 Profile Maintenance Change Password and/or Security Question

To change your Password or security question at any time, select the **Change Password and/or Security Question** link in the upper right-hand corner of the screen. User names cannot be changed (Figure 12).

Enter changes as necessary and select **Submit**. Once your changes have been accepted by the system, you will receive an email to confirm that your account has been updated.

Figure 122 - Change Password and Security Question

HOME | SIGN OUT | ABOUT

Change Password

To change your password, enter your current password, new password and confirmation password, then click 'Save'. This will change your password for any ETS websites or web applications you access through this user name and password.

* Required information

Current Password:

New Password: [View Password Policy](#)

Confirm New Password:

[Go Back](#)

Welcome To The ETS Identity System.

[Quick Status](#)

Manage Your Account

[Change Password](#)

[Security Q&A](#)

User Tip: Choosing **Cancel** on any page will bring you back the previous page.

4.4 Change Contact Information

To change your email address, mailing address or phone/fax numbers, choose the **Change Contact Information** link under **Manage Profile** in the upper right corner of the screen.

Enter changes as necessary then select **Continue** (Figure 13). Once your changes have been accepted by the application, you will receive an email to confirm that your account has been updated.

Figure 133 - Change Contact Information

Change Contact Information

* Required field

Institution or Agency :	MONTCLAIR STATE UNIV		
User Name:	gwbush		
Title :			
First or Given Name:	George		
Middle Initial:			
Last or Family Name:	Bush		
* Primary Contact			
* E-mail Address:	<input type="text" value="gbush@montclair.edu"/>	All Title II communications will be e-mailed to this address. Please add @ets.org to your address book or safe e-mail list.	
* Re-enter E-mail Address:	<input type="text" value="gbush@montclair.edu"/>		
* Address Line 1:	<input type="text" value="34 West College Street"/>		
Address Line 2:	<input type="text"/>		
* City:	<input type="text" value="Montclair"/>		
* State:	<input type="text" value="New Jersey"/>		
* ZIP Code:	<input type="text" value="08541"/>	Example: 012340000	
* Primary Phone Number:	<input type="text" value="2017648956"/>	Example: 1234567890	
Alternate Phone Number:	<input type="text"/>		
Fax Number:	<input type="text"/>		

5 Match Results and Verification

ETS will match the student data you entered against its test score database three times weekly – Monday, Wednesday, and Friday - shortly after the site opens to IHEs. This is the process that matches the student records you created in the application to the tests and scores from our test database for those students.

Match verification is the most important part of the work you perform to assure an accurate pass rate report. Therefore, it is where the majority of your effort should be focused.

Be certain to allow enough time to accomplish match verification prior to the close of the website; keep in mind that match runs occur three times weekly. You should look at each student’s match results in each of the three categories returned. It is possible that a student will match to a record that contains a failing score when there is a second, unmatched, record with a passing score. To avoid this, you should review the match results (details below) and provide additional or edit existing student data to facilitate a match to the appropriate score file. Don’t assume that the changes you make will result in a match; you should go back to the application and look at the results after the next match run.

If you skip the match verification step, there is a chance that the pass rates for your institution will be lower than anticipated resulting in the need to perform edits to your data during the resolution period. Please read about the fee that is required to edit data during the resolution period in Section 13. Editing during the resolution period can be avoided by carefully reviewing, verifying, and editing your students’ match results.

The students on your list will be matched to their test scores by the following match criteria.

- A. Last Name (or alternate last name), First Name, GA Cert ID
- B. Last Name (or alternate last name), First name, DOB
- C. Last Name (or alternate last name), GA Cert ID, DOB

You will notice that each of the 3 above criteria includes an exact match to the Last Name or an alternate last name (you can list up to 4 alternate last names).

To carefully view your matches, filter your student list and review the students for items as noted. While reviewing each filtered list, scroll down to note the number of “not pass” in red. These will have an adverse effect on your single assessment pass rate reports if the student has not taken another form of that test and passed it. For example, if the student shows a “not pass” for a paper test version, and a “pass” for the same test taken on computer, only the computer test score will be used in your pass rate calculations. However, if they are matched only to one format of the test and have not passed it, it will count against you. Often times, when students reregister to test with us, they create a new profile instead of linking to their original profile. They may enter a different last name, or a different spelling of their first name (Richard vs. Rick). Therefore, if you have a passing score on file for a test for which a student is matching to the “not passing” score, you need to review the score report information to make sure it matches exactly what you have entered into Title II.

Filter Setting	
----------------	--

(click reset after each review)	Review / Confirm
Student Category: Completer	The total number of completers (all routes)
Student Category: Completer Program Type: Alternate Route	The total number of alternate route completers
Student Category: Completer Program Type: Traditional Route	The total number of traditional route completers
Student Category: Enrolled all but Clinical	The total number of Enrolled all but Clinical (all routes)
Student Category: Enrolled all but Clinical Program Type: Alternate Route	The total number of alternate route Enrolled all but Clinical
Student Category: Enrolled all but Clinical Program Type: Traditional Route	The total number of traditional route Enrolled all but Clinical
Student Category: Other Enrolled	The total number of Other Enrolled (all routes)
Student Category: Other Enrolled Program Type: Alternate Route	The total number of alternate route Other Enrolled
Student Category: Other Enrolled Program Type: Traditional Route	The total number of traditional route Other Enrolled

You should also do the above checks on your completers in the two prior years. The two previous years are also referred to as *follow-up* years (see section 0 below). Below is an explanation of each of the Match Status.

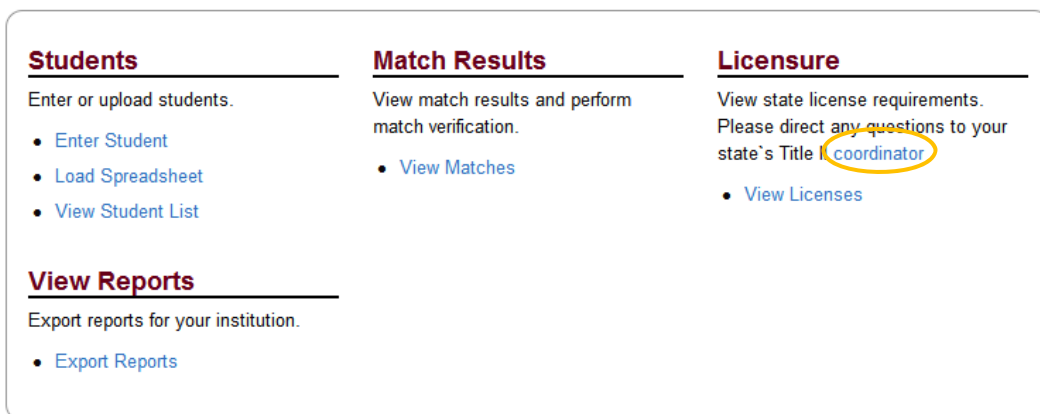
1. **Match Not Run** – This status will show for students you have either entered or edited since the last match run.
2. **Not Found** – This result occurs when ETS cannot locate a score file at all based on the information provided. Check the identifying information you provided to ETS for these students and edit where necessary to obtain a match to a score file, paying close attention to the last name on the student's score report. It is possible that many of the students in your Other Enrolled category have not yet tested. If you are not positive that these students have tested, and you verify the identifying information you entered, you have given it your best effort and there is nothing more to do. Do not delete these students, however, as they will be rolled over to next year, by which time they may have tested. A student record should be deleted only when it was entered erroneously. An example would be if you realized you entered a student who was reported as a completer in a prior year, or a student who officially withdrew from your program during the academic year being reported.

3. **Found** - There are many possible reasons for students to be assigned to the "Found" category. Please refer to the list below when reviewing students in this category to determine the reason. As long as you know the reason that they are included in this category and it is valid, there is nothing more you need to do. However, regardless of their testing activity, these students must be included in your total count, therefore, their record must not be deleted.
- The student took a test not required by the license listed
 - The wrong license is listed for the student
 - The student took the test outside of the testing window (before 9/1/2010 or after 8/31/2015 [current reporting year])
 - The student took the test before its effective date within your state*
 - The student took the test after its expiration date in your state*
 - The student has registered with us but has not yet tested
 - The personal identifying information entered for the student does not match the file in our database containing the passing scores for the license
 - A student has an outstanding balance on his account which would prevent scores from being available to report

*Effective and expiration dates for any test can be viewed on the Title II Licensure page for any license that requires that test. From the ETS Title II Reporting Services home page, choose View Licenses, then choose your license from the list by clicking the name. Other ways to access test and license detail information is by clicking the license name from either the student list or the student detail screens.

Additional questions about licensure requirements in your state should be directed to your state's Title II Coordinator. You can easily access that email address from the home page of the ETS Title II website by clicking "Coordinator" under the Licensure heading, see Figure . It will launch an email to the coordinator(s) for your state.

Figure 19 - Contact Your State Title II Coordinator



4. **Matched to Scores** – This is the most overlooked match category and causes the most problems with accuracy in the pass rate reports when not properly verified. The fact that a student is matched does not mean he/she is matched to the expected score (Figure 140). This can happen if, during re-registration, a student alters their personal identifying information, creating a second file in their name. If a student has two files, one containing a passing score and the other containing a failing

score, and the student information you provided results in a match to the latter, the student will be placed into the “students matched” category, but your pass rate will be affected because of the failing score for this student. It is important that you view all your Matched students to make sure the score listed is what you expected. You can view the details of the tests taken by a student by clicking on the student’s last name (Figure 14). Here you will view the date the test(s) was taken, the score achieved, and the cut score for this test in your state. If you know this student has a passing score for a particular test, you will want to look closely at the score report you have on file and contact ETS to obtain a match to that score file. The information provided in the student record is solely for purposes of Title II reporting and does not get sent to Westat. It is used solely to match your students to scores in our database.

Figure 140–Matched to Failing Score

Student Category: License Name: Program Type:
 Match Status: Test Name:
 Last Name: Reporting Year: [Reset](#)

271 records retrieved. Last Match Run 09/21/2010 [View Tests and Pass Status](#) | [Hide Tests and Pass Status](#)

<input type="checkbox"/> OTHER ENROLLED	Trad	JELIZP-XZHINZXC	Q/UCW	Matched But Without Scores	Communication (3200)
<input type="checkbox"/> COMPLETED	Trad	GJSFKZIM	OWQNYP	Matched To Scores	English (3230) Not Passed (PRAXIS I READING) Not Passed (CPPST READING)
<input type="checkbox"/> ENROLLED ALL BUT CLINICAL	Trad	VSXCHEP	WXNQZH	Matched To Scores	Arabic (4005) Pass (CPPST WRITING) Pass (CPPST MATHEMATICS)
<input type="checkbox"/> OTHER ENROLLED	Trad	HXUSKTM	YZCCN	Matched But	Greek (4010)

Figure 151–Student Test Detail

Update Student Data

Student Category:COMPLETED

Current year: 2009-2010

Program Type:Reg

Reporting year: 2009-2010

Title II candidate Number943152

Update Status:

First or Given Name:OWQNYP

Match Status: Matched To Scores

Middle Initial:

Last or Family Name:GJSFKZIM

Alternate Last Names:

Date of Birth:01/10/1966

SSN:872262548

Address Line 1:

City:READING

State/Province:PA

Licensure Areas/Programs:[English\(3230\)](#)

Praxis ID Numbers

3212072

If you know you have a passing score on file for a student, check the GA Cert ID number against the score report in your file. Also view the test date(s) and score achieved.

Test Results for GJSFKZIM

Test Name	Test Code	Related Test Code	Test Date	Test Score	Cut Score	Pass Status
PRAxis I READING	710		08/04/2007	162	172	Not Passed
CPPST READING	5710		03/05/2010	164	172	Not Passed

Back to List

To edit student data in the current reporting year, you must log into your TPMS account and make the required changes there. If you have any issues making these corrections please contact ETS immediately.

Figure 162–Verify Match Results

Student Category: License Name: Program Type:

Match Status: Test Name:

Last Name: Reporting Year: [Reset](#)

174 records retrieved Last Match Run 09/21/2010 [View Tests and Pass Status](#) | [Hide Tests and Pass Status](#)

<input type="checkbox"/>	COMPLETED	Trad	QEBYMJ	SCQBSCW	Matched To Scores	General Science (8450)
<input type="checkbox"/>	COMPLETED	Trad	KIYMJJ	YSQWZCG	Matched To Scores	English (3230)
<input type="checkbox"/>	COMPLETED	Trad	BEPZICK	DCOOWCL	Matched To Scores	Latin (4030)
<input type="checkbox"/>	COMPLETED	Trad	INSHG	DCGGJYQ	Matched To Scores	General Science (8450)
<input type="checkbox"/>	COMPLETED	Trad	ISJJKFEP	VQWJQ YQWVCZ	Matched To Scores	Elementary (2810)
<input type="checkbox"/>	COMPLETED	Trad	LCKNM	YSWJGBXESCW	Updated 09/25/2010 Not Found	Social Studies (8875)
<input type="checkbox"/>	COMPLETED	Trad	DKTY	DXWHQN	Matched To Scores	English (3230)

After edits are made to student data, you should review the data again after the next scheduled match run to verify the results of your edits. You may need to edit a student's data multiple times before achieving a successful match. This is why it is important to allow enough time to work on verifying your match results prior to the close of the website. If you have exhausted all attempts at getting a student to match to scores, contact us at GACESupport@ets.org for assistance. Please include the name of your school and your AI code in the subject line of the email. Please do not include sensitive personal identifying information of your students in an email, i.e. SSN, DOB, address, test score, etc. If available, please include the GA Cert ID number from the student's score report in your file.

6.1 View Licenses

Selecting the **View License** link directs you to a list of licenses/endorsements used by your state for the cohort year selected as well as the tests required by each license. To see the tests required by a license, choose the license name to view the license detail. The license detail provides the test(s) required by the license, its effective date and cut score, as well as the license rule. The license rule provides additional information, such as:

- the option to take one test or another
- the option to take one group of tests or another group of tests
- requirement of several different tests

If you are performing edits and reviewing student match results for a previous year, be sure to view the license and test information that was in effect for that year.

To search for a particular license, enter a portion of the license name in the **Name Contains** box and choose the **Search** button. For example, to see all Business Licenses used by your state, type the letters ‘bus’. Only licenses containing those letters in the name will be returned in the display (Figure 173).

Figure 173–License List

Title II Licensure

Name Contains:

Search

5 records retrieved.

License Code	License Name	Status
1301	Business: Accounting	Accepted 09/21/2010
1302	Business: Finance/Economics/Law	Accepted 09/21/2010
1303	Business: Keyboarding & Data Entry	Accepted 09/21/2010
1305	Business: Office Administration & Systems Tech	Accepted 09/21/2010
1304	Business: Computer Applications and IT	Accepted 09/21/2010

User Tip: To clear the search box, delete the entry and choose SEARCH again.

6 Export Student List

To maintain a record of the student data you entered and its match results, you can export the information to a spreadsheet. There are four additional fields of data that will be included in the export; they are

1. Gender
2. Ethnicity
3. Race
4. Academic Major

These four additional categories are collected at the time of test registration, but are not required fields for the test taker to provide. Therefore, we cannot guarantee that this information is complete or accurate.

To perform an export, follow these steps:

1. From the home page, choose View Student List, under the STUDENTS heading
2. Check the box to the left of Student Category if you want to export the entire list
3. Filters can be placed on the records to be exported by using one or more of the filters at the top of the page, i.e. Student Category, Match Status, Program Type, etc., be sure to click the Search button to activate each filter change
4. Once the records for export have been chosen, click the "Export" button at the bottom of the page
5. You will have the choice to Open or Save the file to your computer

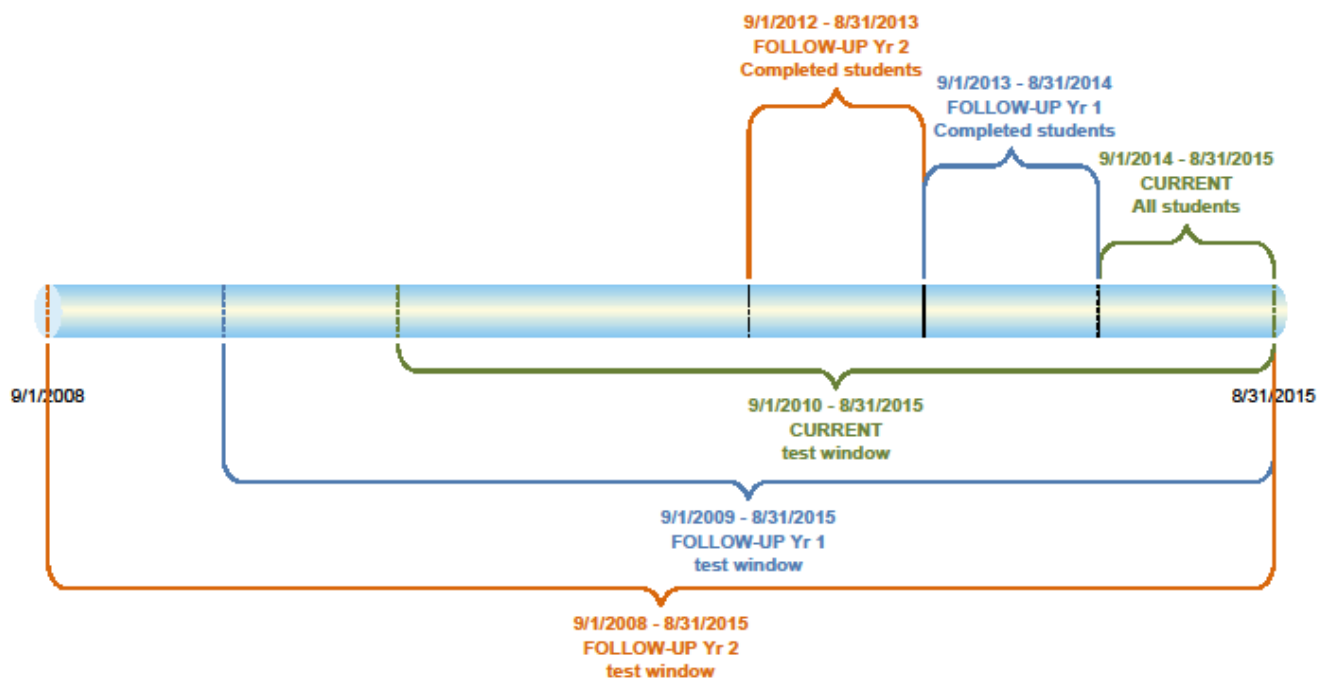
Please note that the file type created for export is a Comma Separated Values, or .csv, file. You may want to perform a "Save As" converting the file type to either an .xls or .xlsx file. Also important to note is that data in columns containing numbers where lead zeros need to be maintained (i.e. SSN and GA Cert ID) are preceded by an apostrophe ('). To remove this apostrophe from an exported file, follow these steps:

1. Save the .csv file as an Excel file (either .xls or .xlsx)
2. Block and Cut the column containing the data (SSNs or GA Cert IDs).
3. Open Notepad (or TextPad)
4. Paste the cut column
5. While still in Notepad, click Edit, then Select All
6. Click Edit, then Replace. Search for apostrophe (') and Replace with nothing
7. Click Replace All
8. Click Edit, then Select All and cut the data
9. Block the same column on the spreadsheet where the data came from and change the formatting to Text
10. Right click in the first cell of the column (header row)
11. Click Paste Special to paste the data from Notepad and choose Text (not Unicode Text)

7 Follow-Up Reporting

The purpose of follow up reporting is to capture any testing activity that has occurred since the close of the reporting window for the year a student is listed as completing your program. An example of a reporting window for 2014/2015: Tests taken between 9/1/2010 and 8/31/2015. The law mandates that Title II pass rate reports are calculated on scores from tests taken within the last five years.

Follow-up reporting is applicable only to completers originally reported in that year. When you view your final pass rate report, you will see that for the two prior years, only the students who **completed** your program will be counted.



Edits to the data for the two previous follow-up years is limited. You must contact us at GACESupport@ets.org and we will try to make any changes for you.

8 Pass Rate Reports

Beginning in the 2010/11 reporting cycle, IHEs were no longer required to download unformatted reports from the ETS Title II website to upload them to Westat's Institutional and Program Report Card System (IPRC). Rather, ETS now submits report data files directly to Westat on behalf of all institutions; Westat then loads the report data into each of your report cards in their IPRC system.

Pass rate reports become available each spring. The exact date will vary from year to year; please refer to the message on the home page of the ETS Title II website for the exact date when you can expect the most recent reports to be available for download. The reports will remain available for download for a period of three years from the original posting date. Reports for years prior to 2012/2013 are not be available for download.

After choosing "Export Reports" under the VIEW REPORTS heading from the home page, you will be redirected to the "Title II Download Reports" page.

8.1 Downloading Reports

Click the radio button in front of "Formatted report..." then choose Continue (Figure 18)

Figure 184 Download Reports Page

Title II Download Reports

Select Reporting Year: 2009-2010

Select an export format: [View samples](#)

☐ Unformatted spreadsheets (two files; for upload to Westat)

☒ Formatted report for each of the selected Institutions

[Continue](#) [Cancel](#)

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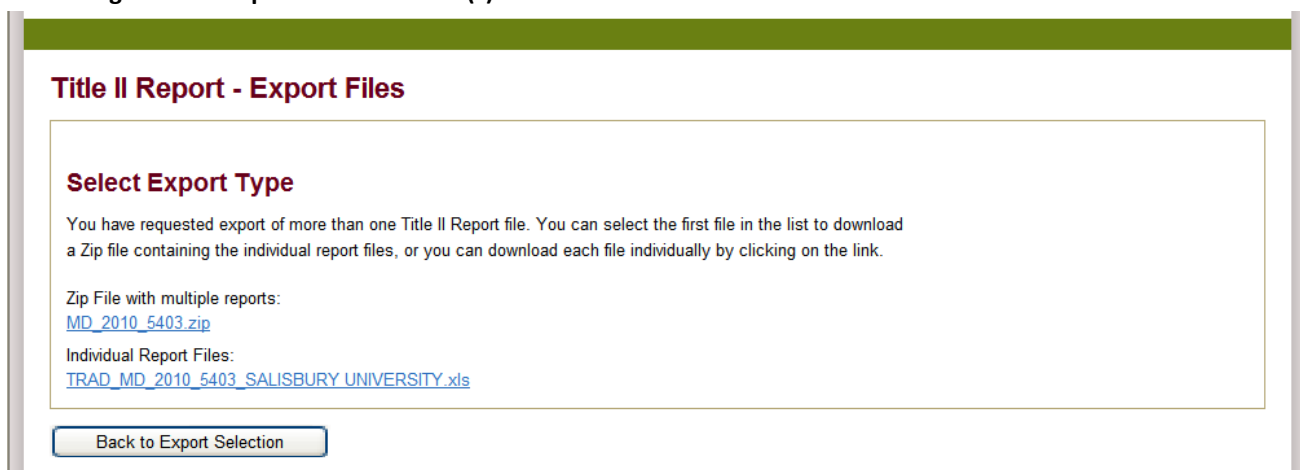
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When redirected to the “Title II Report – Export Files” page, you will have the option of two export types:

1. Zip File with multiple reports
2. Individual Report Files

The individual report files – there can be two formatted files available if you have entered both Traditional route students and Alternate route students – are all contained together in the one zip file. The zip file is a data compression and archive format file. A zip file contains one or more files that have been compressed to reduce file size and can be stored as-is. If you are using Windows XP, your operating system has built-in support for zip files. Just double-click on a zip file and it will open just like a folder. Double-click on a file inside the compressed folder to open that file in Excel. If you are running an operating system older than XP, which would be pre-2000, you will need to install a third party application like winzip in order to open a zip file.

Figure 195 - Export Formatted File(s)



After choosing one of the hyperlinked files, a pop up box will appear asking if you want to open or save the file. Once you choose one of these options, the report is available for your review.

9 Resolution Period

The purpose of the resolution period is to allow institutions an opportunity to review their reports for errors, i.e. incorrect counts for assessments, unexpected low pass rates in either the single assessment or summary reports. If you find an error of this kind in your reports, please notify ETS Title II Services immediately by email at GACESupport@ets.org. **Please provide the name of your school, the state in which you are located, and your AI code in the subject line of all correspondence to us.** ETS will perform a thorough investigation of your claim and provide you with the outcome as soon as possible.

Errors discovered during the resolution period such as 1) students assigned to incorrect program or category, 2) low assessment pass rates due to low match results (failure to perform match verification), 3) 0 completers listed, are not the responsibility of ETS and are not considered ETS error.

Below is the list of tasks performed by ETS when an institution needs to make edits during the resolution period:

- Open the website to allow edits
- Monitor user edits and close site when through
- Perform a match run upon completion of edits
- Perform duplicate checks and other data quality control processes
- Extract the data for all institutions in the state
- Perform statistical analysis on extracted data and create new statewide pass rate reports
- Load new files to website for all institutions in the state
- Notify all institutions of revised reports

IHEs can request to edit data by contacting us at GACESupport@ets.org.

Please note that final reports will be sent to Westat for loading into your IHE report card within approximately two weeks after the resolution period. At that time, no additional edits can be made until the Fall of the year when the site opens again for the next reporting year. Please read about making edits to follow up completer data in Chapter 7 above, Follow Up Reporting.

Please note that the volume of incoming inquiries increases substantially during the ETS Title II Reporting Services Resolution Period, sometimes making response times longer. We do answer all inquiries in the order in which they are received and strongly advise that you do not delay in reviewing your report and do so as soon as the reports become available.

Additional information provided by Westat regarding the ETS Title II Resolution Period:

Reviewing Your Pass Rates

The testing company or state will return pass rate and scaled score data based on the tests taken by the individuals included on the list of enrolled individuals and program completers. Data will include assessments taken up to five (5) years earlier. Because teacher preparation programs will be held

accountable for the pass rates of their test takers, they need to have confidence in the pass rates that they report. Teacher preparation programs are responsible for reviewing the pass rate data for accuracy. In reviewing the pass rates:

- 1 Confirm the names and unique identifiers of the identified test takers;*
- 2 Confirm the area of specialization or certification area of the identified test takers, as applicable;*

10 APPENDIX

10.1 Terms and Conditions

Please read the following agreement and provide your consent.

Access and use of the Services (defined below) and Materials (defined below) made available through the Site (defined below) by an Authorized User (defined below) indicates Your (defined below) acceptance of the terms and conditions set forth below. All access and use of the Services and Materials through the Site is contingent upon acceptance of the following terms and conditions. IF YOU DO NOT AGREE TO THE FOLLOWING TERMS AND CONDITIONS YOU MUST EXIT THE SITE NOW AND NOT USE THE SERVICES OR ANY MATERIALS THEREIN.

TERMS AND CONDITIONS

Updated: May 13, 2013

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Services; and

(d) The right to access a password-protected site to view and download individual student score reports.

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3. Representations. User represents that he/she is currently an Eligible Person and has been authorized by his/her employer to be an Authorized User of the Services.

4. Credentials. Authorized User has been assigned user credentials (i.e., set password and security questions/responses) for access and use of the Services on Your behalf. Neither the Authorized User nor You may share such credentials or use any other party's credentials.

5. Restricted Access. The content, layout and other features and functionality of the Services may have restricted access rights and are subject to change without notice. One or more Authorized Users' access rights may be modified at any time as requested by You or ETS, including suspending or terminating such rights without notice.

6. Data Protection.

6.1 The Service may include aggregated test taker or other all personally identifying information of an individual ("PII") in the Services. If You, any Authorized User, or other User hereunder accesses any such PII in or through use of the Services, You shall not, and shall not permit any Authorized User and/or other Users, to use such PII for any purpose whatsoever and shall promptly notify ETS of same. Authorized User shall treat all PII and other Material received through the Services about and individual as confidential information; and may access and use such data only in compliance with Your privacy policy, all applicable data protection, privacy, and security laws and regulations, including, but not limited to, FERPA. You will ensure that each Authorized User will immediately notify You if they know of any unauthorized access to any portion of the Site or the Services. You will use reasonable efforts to ensure that only Authorized Users will have access to such information through Your Service account, systems or files (electronic or non-electronic).

6.2 You agree to use commercially reasonable security to protect the Service from unauthorized access by anyone who is not an Authorized User, and to cause Authorized Users not to exceed their authorized access.

6.3 You or Your Authorized Users shall immediately notify ETS of any potential or actual unauthorized access, or access exceeding authorization to the ("**Security Incident**"), and take, immediate action to investigate, mitigate and contain the incident and implement reasonable and appropriate measures to prevent further incidents and any misuse of data accessed. You shall provide complete information and assistance to ETS. If applicable law requires ETS or You to give such notice, You shall reimburse ETS for all expenses incurred by ETS to comply and to provide any mitigation provided by ETS in its sole discretion (including but not limited to costs of identity theft monitoring services and costs of altering the Service). You shall indemnify and hold ETS harmless from and against all expenses, losses and damages incurred by ETS relating to the Security Incident. If applicable law requires You to give notice of the Security Incident to individuals, it shall

not do so without first: (a) consulting with ETS and providing it with a copy of said notice in time for ETS reasonably to establish a procedure for responding to any individual communications with ETS; and (b) obtaining approval of any law enforcement authority with whom ETS may be consulting about the Security Incident.

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11. Notice. ETS may, but is not obligated to, send notice to You and/or Your Authorized Users who must relay communications internally, as necessary. You will check the Service periodically for notices posted by ETS and disseminate them as appropriate to Authorized Users. ETS may elect to provide notices and other information related to Service activities to You in electronic form: (a) via e-mail; (b) on the Service; or (c) by non-electronic methods, at Your address in ETS records. You may deliver notices related to Service activities to ETS by sending it to "ETS, Rosedale Road, Mailstop 51L, Princeton, NJ 08541.

12. Amendments. ETS reserves the right to change or modify this Agreement, which will take effect thirty (30) days after the posting of notice of such changes to You. If any Authorized User accesses the Service after the effective date of the revised version, or if the You or any Authorized User fails to terminate Credentials by the Effective Date, then You shall be deemed to have accepted the revised Agreement on behalf of itself and each Authorized User as of said effective date.

13. Miscellaneous. If any provision of this Agreement is found by a court of competent jurisdiction to be invalid, its remaining provisions shall remain in full force and effect, provided that the allocation of risks described herein is given effect to the fullest extent possible. ETS's failure to act with respect to a breach by You or any Authorized User or other User does not waive its right to act with respect to subsequent or similar breaches. This Agreement constitutes the entire agreement of the parties with respect to its subject matter and replaces and supersedes any prior written or verbal communications, representations, proposals or quotations on that subject matter. Nothing in this Agreement waives any of ETS's legal rights.

By clicking "I Agree," You are signing this Agreement; and represent and warrant to ETS that You are authorized to legally bind the Organization below to this Agreement. This Agreement will not become effective until it has been accepted by ETS, which acceptance (if any) will be evidenced by ETS issuance of Credentials to each Authorized User; the effective date of the Agreement will be the date upon which such Credentials are issued.

10.2 Supervised Clinical Experience and Nonclinical Coursework

The reporting requirements under Title II of the Higher Education Act, as amended in 2008, call for data on supervised clinical experience and pass rates and scaled scores for enrolled individuals who have completed all nonclinical coursework.

For this data collection, supervised clinical experience is defined as a series of supervised field experiences (including student teaching) with PreK-12 students that occur as a sequenced, integral part of the preparation program prior to the candidate becoming the teacher of record. Section 202 (d)(2) of the Higher Education Act, as amended in 2008, describes features of clinical experience. Courses in the curriculum that include the activities described in Section 202(d)(2) may be considered clinical coursework. Nonclinical coursework is defined as any course in the teacher preparation program curriculum that focuses on content, such as academic subject matter, and does not require individuals to participate in the activities of supervised clinical experience as described in the definition of supervised clinical experience. The curriculum policies of each state and its institutions will identify coursework as nonclinical or clinical. Alternative route programs can work with their state to determine what courses are supervised clinical experiences if the alternative route program's courses do not meet the definitions above.

Supervising faculty are defined as all persons whom the institution regards as having faculty status, who were assigned by the teacher preparation program to provide supervision and evaluation of student teaching and who have an administrative link or relationship to the teacher preparation program. Data on the following elements of supervised clinical experience will be reported:

- Average number of clock hours required prior to student teaching;
- Average number of clock hours required for student teaching;
- Number of full-time equivalent faculty in supervised clinical experience during this academic year;
- Number of full-time equivalent adjunct faculty in supervised clinical experience during this academic year (IHE and PreK-12 staff); and
- Number of students in supervised clinical experience during this academic year.

“Average number of clock hours required” refers to hours per teacher preparation program participant. To the extent possible, responses are to separate pre-student teaching clinical experience from student teaching. The intent is not to aggregate across teacher preparation program participants, but rather to assess per-person clock hours. “Clock hours” does not refer to semester or credit hours, but actual time spent on these activities. In the term “supervised clinical experience,” it’s the overall experience that’s supervised, not every moment of the experience. No faculty to student ratio is required. 2

When reporting on the number of faculty in supervised clinical experience, do not weight the number of faculty based on the number of teacher preparation program participants they are supervising or the number of credit hours their supervision represents. A full-time faculty member is counted as 1 FTE. A half-time faculty member is counted as 0.5 FTE. PreK-12 staff (whether teachers or other educational leaders) who are engaged significantly with the teacher-candidates during their supervised clinical experience – in terms of spending significant amounts of time working with them – should be counted in the FTE faculty. We suggest three criteria, any one of which would imply inclusion in the count:

- If they spend a number of hours each week observing, supervising or discussing the clinical experience with the teacher-candidates or other teacher preparation program faculty;

- If they receive a stipend from the teacher preparation program for their participation;
- If they are considered part of the teacher preparation program, in terms of recognition in brochures or other program descriptions provided to the state or the general public.

Pass rate and scaled score data will be reported for enrolled individuals who have completed all nonclinical courses. You may have no data to report in this category, given the presence of teacher preparation program designs that incorporate activities that meet the definition of supervised clinical experiences into curricula in ways that disallow identification of those individuals who have completed all nonclinical courses. If you do not report any individuals in this category, do not replace this category with another group of individuals.

A series of supervised field experiences (including student teaching) with PK-12 students that occur as a sequenced, integral part of the preparation program prior to the candidate becoming the teacher of record. Please note that Title II, Section 202(d)(2) describes features of clinical experience as follows. Courses in the curriculum that include the activities described in 202(d)(2) may be considered clinical coursework. The curriculum policies of each state and its institutions will identify coursework that is clinical and nonclinical.

CLINICAL EXPERIENCE AND INTERACTION.—Developing and improving a sustained and high-quality, pre-service clinical education program to further develop the teaching skills of all prospective teachers and, as applicable, early childhood educators, involved in the program. Such program shall do the following:

(A) Incorporate year-long opportunities for enrichment, including—

- (i) clinical learning in classrooms in high-need schools served by the high-need local educational agency in the eligible partnership, and identified by the eligible partnership; and
- (ii) closely supervised interaction between prospective teachers and faculty, experienced teachers, principals, other administrators, and school leaders at early childhood education programs (as applicable), elementary schools, or secondary schools, and providing support for such interaction.

(B) Integrate pedagogy and classroom practice and promote effective teaching skills in academic content areas.

(C) Provide high-quality teacher mentoring.

(D) Be offered over the course of a program of teacher preparation.

(E) Be tightly aligned with course work (may be developed as a fifth year of a teacher preparation program).

(F) Where feasible, allow prospective teachers to learn to teach in the same local educational agency in which the teachers will work, learning the instructional initiatives and curriculum of that local educational agency.

(G) As applicable, provide training and experience to enhance the teaching skills of prospective teachers to better prepare such teachers to meet the unique needs of teaching in rural or urban communities.

(H) Provide support and training for individuals participating in an activity for prospective or new teachers described in this paragraph or paragraph (A) or (C), and for individuals who serve as mentors for such teachers, based on each individual's experience. Such support may include—

- (i) with respect to a prospective teacher or a mentor, release time for such individual's participation;
- (ii) with respect to a faculty member, receiving course workload credit and compensation for time teaching in the eligible partnership's activities; and
- (iii) with respect to a mentor, a stipend, which may include bonus, differential, incentive, or performance pay, based on the mentor's extra skills and responsibilities.



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